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November 22, 2023

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: SELF-DETERMINATION PROGRAM: REMOTE SERVICES

The purpose of this correspondence is to provide guidance on the provision of remote services in the Self-Determination Program (SDP). Remote services refers to a method of service delivery through the use of two-way, real-time technology (telephone or video visit), while the provider is not at the same physical location as the participant. This guidance is issued pursuant to Welfare and Institutions Code section 4685.8(p)(2) which authorizes the Department of Developmental Services to issue program directives or similar instructions until regulations are adopted.

SDP services, including pre-enrollment transition supports, may be provided remotely when the delivery of such services meet all the below requirements:

- The request to use remote services is initiated by the participant, reflects their preferences and assists the participant in meeting their Individual Program Plan goals.
- The participant's needs for in-person support are met during the time that remote services are delivered.
- The participant is physically in California at the time remote services are utilized, even when the provider is in another state.
- The remote services maintain the participant's rights of privacy, dignity and respect, and freedom from coercion and restraint.
- The remote services do not isolate the participant from the community or interacting with people without disabilities.
- The health and safety needs of the individual continue to be met.

Planning teams should continue to discuss the supports needed to allow SDP participants to effectively participate in remote services.

If participants and/or their families have questions regarding this correspondence, they should contact their regional center. Questions from regional centers should be directed to [sdp@dds.ca.gov](mailto:sdp@dds.ca.gov).

Sincerely,

*Original Signed by:*

VICKI L. SMITH, Ph.D.  
Deputy Director  
Policy and Program Development Division

cc: See next page.

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cc: Regional Center Administrators  
Regional Center Directors of Consumer Services  
Regional Center Community Services Directors  
Association of Regional Center Agencies  
State Council on Developmental Disabilities  
Nancy Bargmann, Department of Developmental Services  
Brian Winfield, Department of Developmental Services  
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Suzy Requarth, Department of Developmental Services  
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